

CSC Adopted: October 2001, CSC Revised: _____**Class Title: Human Services Aide****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Supports personnel in their duties through clerical work and researching client information. Refers clients to other resources and information.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Assists personnel by entering data, performing clerical work, preparing correspondence, providing customer service and maintaining reports and records.
2	S	Assists clients by providing services for bus passes, rent, clothing, shelter, emergency food and referrals to other services and information and transporting foster children and clients.
3	S	Researches client information by obtaining and verifying client information and processing new applications.
7	S	Performs other related duties by providing transportation to clients, performing clerical duties and assisting caseworkers in various casework activities.

CSC Adopted: October 2001, CSC Revised: _____**CLASS REQUIREMENTS:**

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	No experience required.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read policies and procedures, various reports, technical manuals, instructions and cases.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence, various logs, forms and cases.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Office equipment, filing, taking inventory, greeting clients, sorting mail
Sitting	F	Computer, desk work, answering telephone, driving
Walking	F	Inter-office, distributing mail, to/from office equipment
Lifting	F	Cases, office supplies, boxes, mail
Carrying	F	Cases, office supplies, boxes, mail
Pushing/Pulling	O	Office furniture, boxes, file cabinet drawers, push cart
Reaching	O	Mail, office supplies, paperwork
Handling	F	Cases, office supplies, boxes, mail, paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	F	Retrieving files, turning computer on/off, distributing mail, retrieving office supplies
Crouching	F	Retrieving files, turning computer on/off, distributing mail, retrieving office supplies
Crawling	N	
Bending	O	Retrieving files, turning computer on/off, distributing mail, retrieving office supplies, lifting boxes
Twisting	O	Retrieving files, turning computer on/off, distributing mail, retrieving office supplies
Climbing	O	Stairs
Balancing	O	Stairs
Vision	C	Computer, desk work, driving, reading
Hearing	C	Staff, supervisor, clients, vendors, telephone
Talking	F	Staff, supervisor, clients, vendors, telephone
Foot Controls	O	Driving
Other (specify)	N	

CSC Adopted: **October 2001**, CSC Revised: _____**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Telephone, copy machine, fax machine, postage meter, calculator, typewriter, office supplies, computer, Standard Microsoft Windows and Office software, Internet, Oasis, School Inquiry, camera, shredder, vehicle, laser or inkjet printer, Q&A database, VEC, VACIS, ADAPT, Child Support, ESPAS, ELATES, NRHA Inquiry

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	M
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	N
Communicable Diseases	D	Darkness or Poor Lighting	N
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

(1)

(2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

(3)